GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2828
ANSWERED ON:30.07.2014
GRIEVANCES OF PENSIONERS
Dubey Shri Nishikant ;Singh Shri Kunwar Haribansh

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government has received numerous complaints from pensioners in the country regarding pensionary matters and if so, the details thereof during the last three years and the current year;

(b) the action taken/being taken by the Government to address the issues; and

(c) the system in place to redress the grievances of pensioners and ensure their welfare?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)

(a): Yes, Madam. The details for the last 3 years and the current year Pension Grievances received is enclosed at Annexure A.

(b) & (c): The grievances received from pensioners from across the country, are registered and forwarded to respective Ministries/Departments for early redressal and monitored through online Centralized Pension Grievance Redressal and Monitoring System (CPENGRAMS). This Department holds regular review meetings, at least once a month, with the Ministries/Departments having pending grievances.

As a result of this, last year 22,494 grievances have been disposed and during the current year to date 8078 grievances have been disposed against 12,136 pending grievances.

This is followed up with correspondence with concerned Ministries/Departments enclosing reports of pending grievances. The information required by pensioners are incorporated in the Frequently Asked Questions (FAQs) and are available on the departmental website − the Pensioners' Portal.